

## Level 3 Cambridge Technical in Health and Social Care

05830/05831/05832/05833/05871

### Unit 2: Equality, diversity and rights in health and social care

Wednesday 10 January 2018 – Afternoon

Time allowed: 1 hour 30 minutes

**You must have:**

- no materials required

First Name						Last Name				
Centre Number						Candidate Number				
Date of Birth	D	D	M	M	Y	Y	Y	Y		

#### INSTRUCTIONS

- Use black ink.
- Complete the boxes above with your name, centre number, candidate number and date of birth.
- Answer **all** the questions.
- Write your answer to each question in the space provided.
- If additional answer space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.

#### INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [ ].
- Quality of extended response will be assessed in questions marked with an asterisk (\*).
- This document consists of **12** pages.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/15
2	/15
3	/10
4	/10
5	/10
<b>Total</b>	<b>/60</b>

Answer **all** the questions.

1 Sandra is a childminder who cares for six children under 5 years old. Her recent OFSTED inspection report stated the following:

- the childminder has a first aid certificate
- the childminder has a level two childcare qualification
- there is a fully enclosed play area available for outside play
- children are not adequately protected from the childminder’s dog
- there are effective relationships with parents/carers of the children
- food preparation areas are not clean
- the childminder admits to sometimes falling asleep while caring for the children and so they are not always supervised
- written records of children’s accidents and first aid treatment are not available
- documents and policies required are not available for this inspection
- children’s interests, individual needs and stage of development are not considered
- there is no support for a child with disabilities or children with English as an additional language.

(a) Give **two** examples of poor practice that are identified in Sandra’s OFSTED report.

1 .....

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2 .....

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[2]

(b) OFSTED have graded the care that Sandra provides as ‘inadequate’.

Describe **two** ways that national initiatives, such as OFSTED, can help practitioners like Sandra to improve the standard of care they provide.

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2.....

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[4]



2 Great Park Retirement Home has twenty residents. The management’s aim is to: “improve the quality of life for our residents by creating comfortable, pleasant surroundings and planning activities and other services around every resident’s needs and wishes”.

(a) Describe **two** different ways staff at Great Park Retirement Home could provide care that meets the needs of the residents’ cultural differences.

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 2.....  
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[2]

(b) Two of the residents, Paul and Hardeep, like to spend their afternoons in the TV lounge. They constantly argue about which programme to watch. The arguments upset other residents.

How could the staff resolve this conflict? Choose the **three most appropriate** actions from the list below.

Tick **three** only.

Possible actions:	Tick <b>three</b> only
Suggest to Paul and Hardeep that they could each buy a TV and have it in their rooms, so they can watch whatever programme they want, whenever they want.	
Set up a rota, so that Paul and Hardeep take it in turns to watch their choice of programme.	
Have a chat with Paul and Hardeep together, explaining to them other residents feel upset because of their arguing.	
Consult with the management to see if a second TV room could be set up so Paul and Hardeep can watch the programmes they want.	
Have a vote on what channel to put on at the start of each week. The majority of residents will then be able to watch their choice of channel.	
Confidentially speak to Paul and Hardeep individually, to try and find out why they are always arguing.	
Send Paul and Hardeep on an anger management course.	
Staff to observe them in the TV lounge listening to the arguments, identify ways in which a compromise might be achieved, without either Paul or Hardeep losing face.	

[3]

**(c)\*** Justify your choice of answers for question 2(b).

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[7]

**(d)** Identify **three** rights of the residents of Great Park Retirement Home.

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[3]

3 (a) Outline the role of the National Institute for Health and Care Excellence, (NICE).

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[3]

(b)\* Explain how implementing a confidentiality policy in a care setting helps to promote good practice.

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[5]

(c) (i) Name the piece of legislation for which ‘No decision about me without me’ is a key aspect.

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[1]

(ii) Give an example of how adopting the approach of ‘no decision about me without me’ could impact on an individual receiving health care.

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[1]



- (b) Gennelle joins the staff on Emily's ward. She is an experienced nurse. She observes the way that the staff are treating Emily and decides to do something about the poor practice she has seen.

State **two** actions that Gennelle could take.

1.....  
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2.....  
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[2]

- (c) Identify and describe **one** way, other than observation, that a care organisation could use to **monitor** the care it provides.

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[2]



- 5 For each of the following situations in different types of care settings, select the **most appropriate** answer from the list of options numbered 1 – 6.

Write your chosen option number in the option column.

Each option may be used once, more than once, or not at all.

**List of options:**

1. inadequate care
2. abuse
3. breach of health and safety
4. being patronising
5. being non-judgemental
6. using effective communication

<b>Situations:</b>	<b>Option number</b>
A care assistant asks a student, who is on work experience, to help her use a hoist to move a patient as she is not allowed to lift a patient on her own.	
Aftab has not been given a Zimmer frame to help him to walk so he has to spend most of the day in bed or in a chair.	
Martin works at a residential school for young people with learning disabilities. He enjoys confusing them and often makes fun of them.	
Charles is given his coffee by a care assistant in a plastic drinking cup with a lid and spout, she says 'there you are dear, that will stop you spilling it'.	
A care worker does some shopping for Janice who is 81 and always keeps the change. Janice has dementia so doesn't seem to notice or be bothered about small amounts of money missing each time.	
Residents of a care home are allowed to wear their dirty clothes for several days in a row if they want to. This gives them freedom of choice.	
Producing a care plan using simplified vocabulary for an individual with learning difficulties.	
Meals and drinks are provided in a care home at the same times every day. No food or drinks are allowed in between meals.	
Children at a nursery spend two hours a day watching cartoons on TV because they enjoy it and it keeps them engaged and calm.	
A care assistant speaks very slowly and loudly to an elderly resident of a nursing home, in case she is deaf and can't hear very well.	

[10]

**END OF QUESTION PAPER**

**ADDITIONAL ANSWER SPACE**

If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown – for example 1(a) or 2(b).

A large rectangular area with a solid vertical line on the left side and horizontal dotted lines across the page, providing space for writing answers.

A series of horizontal dotted lines for writing, spanning the width of the page.



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